

SUPPORT SERVICES COORDINATOR

GRADE: 21

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Support Services Coordinator performs difficult technical work involved in the coordination and supervision of the telecommunications and the property and evidence sections of the Police Department. The work requires a proactive approach in dealing with the public involving the enforcement of laws. The physical demands are light with good working conditions. The work is subject to functional policies and goals under the direction of the Support Services Manager. Working with others, the incumbent is responsible for program development, service delivery and supervision of subordinate staff. Evening, weekend and holiday work is required to ensure proper evaluation of subordinates and to ensure continuity and timely operations.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Manages and supervises the police communications function.
- Serves as property manager providing legal and secure storage of evidence and found property.
- Serves as records retention and freedom of information coordinator for the department.

- Identifies the training and education needs required by subordinates to enhance their capacity to achieve their goals and objectives and to continue professional growth.
- Assumes some duties of the Support Services Manager in his/her absence.
- Participates in Police staff discussions as required.
- Advises and informs the Support Services Manager of significant trends and activities in his/her areas of responsibility, submitting written reports or studies as required.
- Supervises assigned employees to ensure performance and understanding of Department/Division goals and objectives, performing the work of subordinates as required to ensure continuity and timely operations.
- Supervises and performs special studies as required to ensure effective Department performance.
- Maintains close working relations with other agencies to ensure cooperation on items of mutual interest.
- Assists the Accreditation Manager in preparing proofs of compliance.
- Maintains warrants and ensures they are entered and validated in a timely fashion.
- Performs other related duties as assigned.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a minimum of an Associate of Arts degree in the field of Administration of Justice, Government or a related field and five years experience in law enforcement with a demonstrated knowledge in radio communications and records and property management. A Bachelor's Degree in the field of Administration of Justice, Government or related field maybe substituted for up to two years of the experience. Must have no criminal record, and be able to pass a thorough background investigation. Possession of an appropriate driver's license valid in the State of Maryland. Must have or be able to obtain NCIC (National Crime Information Center) certification within 90 days of employment.

Preferred Knowledge, Skills and Abilities:

- Knowledge of the principles and practices of Police Radio Communications, the care/custody and dissemination/disposition of Police records, property and evidence.
- Knowledge of those Federal, State and City laws that apply to the functions of the Support Services Division.
- Knowledge of the organizations, functions, powers, policies and procedures of the City Police Department.
- Ability to effectively manage time between supervisory and operational needs of each section's function, and the requirements of other Divisions.
- Ability to train, direct and control employees to maintain high performance.

- Ability to analyze situations objectively and make sound decisions.
- Ability to express thoughts clearly and concisely both orally and in writing.
- Ability to maintain good working relationships with department employees, other public agencies and the general public.